



Sunshine Coast Regional District

Request for Proposal

Number: 2237022

for

Universal Metering Phase 3

Issue Date:

December 22, 2022

Closing Date of

February 24, 2023 at 3:00 PM local time

CONTACT: All enquiries related to this Request for Proposals, including any requests for information and clarification, are to be submitted by February 7, 2023 and directed, in writing, to Submissions@scrd.ca, who will respond if time permits with a Q&A on BCBid by February 14, 2023. Information obtained from any other source is not official and should not be relied upon. Enquiries and any responses providing new information will be recorded and posted to BC Bid or otherwise distributed to prospective Proponents.

DELIVERY OF PROPOSALS: Proposals must be in English and must be submitted using one of the submission methods below, and must either **(1)** include a copy of this cover page that is signed by an authorized representative of the Proponent or **(2)** be submitted by using the e-bidding key on BC Bid (if applicable), in accordance with the requirements set out in the RFP.

BC Bid Electronic Submission: Proponents may submit an electronic proposal using BC Bid. Proposals must be submitted in accordance with the BC Bid requirements and e-bidding key requirements (found at www.bcbid.ca). Only pre-authorized electronic bidders registered on the BC Bid system can submit an electronic proposal using the BC Bid system. Use of an e-bidding key is effective as a signature.

OR

Hard Copy Submission: Proponents must submit **ONE (1)** hard-copies and **ONE (1)** electronic copy on a USB Drive of the proposal. Proposals submitted by hard copy must be submitted by hand or courier to:

**Sunshine Coast Regional District
1975 Field Road
Sechelt, BC V7Z 0A8**

Regardless of submission method, proposals must be received before Closing Time to be considered.

A proposal is deemed to incorporate the Confirmation of Proponent's Intent to Be Bound below, without alteration.

CONFIRMATION OF PROPONENT'S INTENT TO BE BOUND:

The enclosed proposal is submitted in response to the referenced Request for Proposal, including any Addenda. By submitting a proposal the Proponent agrees to all of the terms and conditions of the RFP including the following:

- a) The Proponent has carefully read and examined the entire Request for Proposal;
- b) The Proponent has conducted such other investigations as were prudent and reasonable in preparing the proposal; and
- c) The Proponent agrees to be bound by the statements and representations made in its proposal.

PROPONENT NAME (please print): _____

NAME OF AUTHORIZED REPRESENTATIVE (please print): _____

SIGNATURE OF AUTHORIZED REPRESENTATIVE: _____

DATE: _____

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1. GENERAL TERMS & CONDITIONS

1.1 DEFINITIONS

Throughout this Request for Proposal, the following definitions apply:

"Addenda" means all additional information regarding this RFP, including amendments to the RFP;

"BC Bid" means the BC Bid website located at www.bcbid.ca;

"Closing Location" includes the location address for submissions indicated on the cover page of this RFP, or BC Bid, as applicable;

"Closing Time" means the closing time and date for this RFP as set out on the cover page of this RFP;

"Contract" means the written agreement resulting from the RFP executed by the Regional District and the successful Proponent;

"Contractor" means the successful Proponent to the RFP who enters into a Contract with the Regional District;

"Must", or **"mandatory"** means a requirement that must be met in order for a proposal to receive consideration;

"Proponent" means a person or entity (excluding its parent, subsidiaries or other affiliates) with the legal capacity to contract, that submits a proposal in response to the RFP;

"Proposal" means a written response to the RFP that is submitted by a Proponent;

"Request for Proposals" or **"RFP"** means the solicitation described in this document, including any attached or referenced appendices, schedules or exhibits and as may be modified in writing from time to time by the Regional District by Addenda; and

"Should", **"may"** or **"weighted"** means a requirement having a significant degree of importance to the objectives of the Request for Proposals.

"SCRD", **"Regional District"**, **"Organization"**, **"we"**, **"us"**, and **"our"** mean Sunshine Coast Regional District.

1.2 FORM OF PROPOSAL

This Proposal must be completed in its entirety. Failure to properly complete this Proposal form may cause your Proposal to be rejected. The signing officer must initial all corrections. The Sunshine Coast Regional District (Regional District) reserves the right to permit a correction, clarification or amendment to the Proposal or to correct minor errors and irregularities.

1.3 SUBMISSION OF PROPOSAL

- Proposals must be submitted before Closing Time to the Closing Location using one of the submission methods set out on the cover page of this RFP. Proposals must not be sent by fax. The Proponent is solely responsible for ensuring that, regardless of submission method selected, the Regional District receives a complete Proposal, including all attachments or enclosures, before the Closing Time.
- For electronic submissions (BC Bid), the following applies:
 - (i) The Proponent is solely responsible for ensuring that the complete electronic Proposal, including all attachments, is received before Closing Time;

- For BC Bid e-submissions only pre-authorized e-bidders registered on BC Bid can submit electronic bids on BC Bid. BC Bid is a subscription service (\$150 per year) and the registration process may take two business days to complete. If using this submission method, Proponents should refer to the BC Bid website or contact BC Bid Helpdesk at 250-387-7301 for more information. An electronic proposal submitted on BC Bid must be submitted using the e-bidding key of an authorized representative of the Proponent. Using the e-bidding key of a subcontractor is not acceptable.
- The Regional District strongly encourages Proponents using electronic submissions to submit proposals with sufficient time to complete the upload and transmission of the complete proposal and any attachments before Closing Time.

An alternate submission method may be made available, at the Regional District's discretion, immediately to arrange for an alternative submission method, and it is the Proponent's sole responsibility for ensuring that a complete proposal (and all attachments) submitted using an approved alternate submission method is received by the Regional District before the Closing Time. The Regional District makes no guarantee that an alternative submission method will be available or that the method available will ensure that a Proponent's proposal is received before Closing Time.

1.4 SIGNATURE REQUIRED

Proposals must be properly signed by an officer, employee or agent having authority to bind the Proponent by that signature.

1.5 CLARIFICATIONS, ADDENDA & MINOR IRREGULARITIES

If any Proponent finds any inconsistencies, errors or omissions in the proposal documents or requires information, clarification of any provision contained therein, they shall submit their query in writing or email, addressed as follows:

Purchasing Division
Sunshine Coast Regional District
1975 Field Road, Sechelt, BC V7Z 0A8

purchasing@scrd.ca

Any interpretation of, addition to, deletions from or any corrections to the proposal documents will be issued as written addendum by the Regional District.

All Addenda will be posted on BC Bid. It is the sole responsibility of the Proponent to check for Addenda on BC Bid. Proponents are strongly encouraged to subscribe to BC Bid's email notification service to receive notices of Addenda.

1.6 WITHDRAWAL OR REVISIONS

Proposals or revisions may be withdrawn by written notice provided such a notice of withdrawal is received prior to the closing date and time. Proposals withdrawn will be returned to the Proponent unopened. Revisions

to the proposals already received shall be submitted only by electronic mail, or signed letter. The revision must state only the amount by which a figure is to be increased or decreased, or specific directions as to the exclusions or inclusion of particular words.

1.7 CONDUCT OF THE CONTRACT

Unless otherwise specified within this document, any queries regarding this Request for Proposal are to be directed to purchasing@scrd.ca. No other verbal or written instruction or information shall be relied upon by the Bidder, nor will they be binding upon the Regional District.

1.8 CONFLICT OF INTEREST/NO LOBBYING

- (a) A Proponent may be disqualified if the Proponent's current or past corporate or other interests, or those of a proposed subcontractor, may, in the Regional District's opinion, give rise to an actual or potential conflict of interest in connection with the services described in the RFP. This includes, but is not limited to, involvement by a Proponent in the preparation of the RFP or a relationship with any employee, contractor or representative of the Regional District involved in preparation of the RFP, participating on the evaluation committee or in the administration of the Contract. If a Proponent is in doubt as to whether there might be a conflict of interest, the Proponent should consult with the Regional District Contact prior to submitting a proposal. By submitting a proposal, the Proponent represents that it is not aware of any circumstances that would give rise to a conflict of interest that is actual or potential, in respect of the RFP.
- (b) A Proponent must not attempt to influence the outcome of the RFP process by engaging in lobbying activities. Any attempt by the Proponent to communicate, for this purpose directly or indirectly with any employee, contractor or representative of the Regional District, including members of the evaluation committee and any elected officials of the Regional District, or with the media, may result in disqualification of the Proponent.

1.9 CONTRACT

By submitting a proposal, the Proponent agrees that should its proposal be successful the Proponent will enter into a Contract with the Regional District on substantially the same terms and Conditions set out in <https://www.scrd.ca/go/terms> and such other terms and conditions to be finalized to the satisfaction of the Regional District, if applicable.

1.10 SUSTAINABLE PROCUREMENT

The Regional District adheres to its sustainable consideration factors. Proposals will be considered not only on the total cost of services, but Proposals that addresses the environment and social factors.

1.11 INVOICING AND PAYMENT

Unless otherwise agreed, the Regional District payment terms are Net 30 days following receipt of services or approved invoices, whichever is later. Original invoices

are to be forwarded to the accounts payable department of the Regional District. The purchase order number assigned by the Regional District must be stated on the invoice otherwise payment may be delayed.

1.12 PRICING, CURRENCY AND TAXES

Offered prices are to be attached as a price schedule in Canadian dollars with taxes stated separately when applicable.

1.13 IRREVOCABLE OFFER

This Proposal must be irrevocable for 90 days from the Proposal closing date and time.

1.14 TIME IS OF THE ESSENCE

Time shall be of the essence in this contract.

1.15 ASSIGNMENT

The Proponent will not, without written consent of the Regional District, assign or transfer this contract or any part thereof.

1.16 OWNERSHIP OF DOCUMENTS & FREEDOM OF INFORMATION

All documents submitted in response to this Request for Proposal shall become the property of the Regional District and as such will be subject to the disclosure provisions of the *Freedom of Information and Protection of Privacy Act* and any requirement for disclosure of all or a part of a Proposal under that Act.

The requirement for confidentiality shall not apply to any Proposal that is incorporated into a Contract for the Work. Further, the Regional District may disclose the top scoring proponent's aggregate pricing to the Regional District Board at a public meeting, when making a recommendation for the award of the Contract.

For more information on the application of the Act, go to http://www.cio.gov.bc.ca/cio/priv_leg/index.page.

1.17 AWARD OF CONTRACT

The Purchasing Policy at the Regional District offers contracts to businesses through an open, fair and consistent competitive bidding process. This ensures that the Regional District will receive the best overall value for the goods and services it requires. The Regional District reserves the right to cancel, award all or part of the scope of work described in this document to a single Proponent or may split the award with multiple Proponents.

All awards are subject to Board approval that meets the needs as determined by the Board. The Regional District, in receipt of a submission from a Proponent, may in its sole discretion consider the Proponent to have accepted the terms and conditions herein, except those expressly excluded or changed by the Proponent in writing.

The RFP shall not be construed as an agreement to purchase goods or services. The lowest priced or any proposal will not necessarily be accepted. The RFP does not commit the Regional District in any way to award a contract and that no legal relationship or obligation regarding the procurement of any good or service will be created between Regional District and the proponent unless and until Regional District and the

proponent execute a written agreement for the Deliverables

1.18 COST OF PROPOSAL

The Proponent acknowledges and agrees that the Regional District will not be responsible for any costs, expenses, losses, damage or liability incurred by the Proponent as a result of or arising out of submitting a Proposal for the proposed contract or the Regional District's acceptance or non-acceptance of their proposal. Further, except as expressly and specifically permitted herein, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in this RFP, and by submitting a proposal each Proponent shall be deemed to have agreed that it has no claim.

1.19 PROPONENT'S RESPONSIBILITY

It is the Proponent's responsibility to ensure that the terms of reference contained herein are fully understood and to obtain any further information required for this proposal call on its own initiative. The Regional District reserves the right to share, with all proponents, all questions and answers related to this bid call.

1.20 EVALUATIONS

Proposals will be evaluated in private, including proposals that were opened and read in public, if applicable. Proposals will be assessed in accordance with the evaluation criteria.

If only one Proposal is received, the Regional District reserves the right to open the Proposal in private or if the total bid price exceeds the estimated budget for the Contract, the Regional District may cancel and re-tender, accept, not accept and cancel or re-scope the Work seeking a better response, with or without any substantive changes being made to the solicitation documents. If more than one Proposal is received from the same Proponent, the last Proposal received, as determined by the Regional District, will be the only Proposal considered.

1.21 ACCEPTANCE OF TERMS

The submission of the Proposal constitutes the agreement of the Proponent that all of the terms and conditions of the RFP are accepted by the Proponent and incorporated in its Proposal, except those conditions and provisions which are expressly excluded and clearly stated as excluded by the Proponent's proposal.

1.22 MANDATORY REQUIREMENTS

Proposals not clearly demonstrating that they meet the mandatory requirements will receive no further consideration during the evaluation process.

1.23 INSURANCE & WCB

The Proponent shall obtain and continuously hold for the term of the contract, insurance coverage with the Regional District Listed as "Additional Insured" the minimum limits of not less than those stated below:

- (a) Commercial General Liability – not less than \$2,000,000 per occurrence
- (b) Motor Vehicle Insurance, including Bodily Injury and Property Damage in an amount no less than \$2,000,000 per accident from the Insurance Corporation of British Columbia on any licensed

motor vehicles of any kind used to carry out the Work.

- (c) Error & Omissions Insurance – not less than \$500,000 per occurrence
- (d) A provision requiring the Insurer to give the Owners a minimum of 30 days' notice of cancellation or lapsing or any material change in the insurance policy;

The Proponent must comply with all applicable laws and bylaws within the jurisdiction of the work. The Proponent must further comply with all conditions and safety regulations of the Workers' Compensation Act of British Columbia and must be in good standing during the term of any contract entered into from this process.

1.24 COLLUSION

Except otherwise specified or as arising by reason of the provisions of these documents, no person, or corporation, other than the Proponent has or will have any interest or share in this proposal or in the proposal contract which may be completed in respect thereof. There is no collusion or arrangement between the Proponent and any other actual or prospective Proponent in connection with proposals submitted for this project and the Proponent has no knowledge of the context of other proposals and has no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the proposal.

1.25 CONFLICT OF INTEREST

Proponents shall disclose in its Proposal any actual or potential conflict of interest and existing business relationship it may have with the Regional District, its elected or appointed officials or employees.

1.26 LIABILITY FOR ERRORS

While the Regional District has used considerable efforts to ensure an accurate representation of information in these bid documents, the information contained is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Regional District nor is it necessarily comprehensive or exhaustive.

1.27 TRADE AGREEMENTS

This RFP is covered by trade agreements between the Regional District and other jurisdictions, including the following:

- a) Canadian Free Trade Agreement; and
- b) New West Partnership Trade Agreement.

1.28 LAW

This contract and any resultant award shall be governed by and construed in accordance with the laws of the Province of British Columbia, which shall be deemed the proper law thereof.

1.29 REPRISAL CLAUSE

Tenders will not be accepted by the Regional District from any person, corporation, or other legal entity (the "Party") if the Party, or any officer or director of a corporate Party, is, or has been within a period of two years prior to the tender closing date, engaged either directly or indirectly through another corporation or legal entity in a legal proceeding initiated in any court against the Regional District in relation to any contract with, or works or services provided to, the Regional

District; and any such Party is not eligible to submit a tender.

1.30 FORCE MAJEURE (ACT OF GOD)

Neither party shall be liable for any failure of or delay in the performance of this Agreement for the period that such failure or delay is due to causes beyond its reasonable control including but not limited to acts of God, war, strikes or labour disputes, embargoes, government orders or any other force majeure event. The Regional District may terminate the Contract by notice if the event lasts for longer than 30 days.

1.31 CONFIDENTIAL INFORMATION OF PROPONENT

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by Regional District. The confidentiality of such information will be maintained by Regional District, except the total proposed value, which must be publicly released for all proposals, or otherwise required by the Freedom of Information and Protection

of Privacy Act ("FOIPPA"), law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by Regional District to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact.

1.32 DISPUTE RESOLUTION

All unresolved disputes arising out of or in connection with this Proposal or in respect of any contractual relationship associated therewith or derived therewith shall be referred to and finally resolved by arbitration as prescribed by Mediate BC services pursuant to its rules, unless otherwise mutually agreed between the parties.

1.33 DEBRIEFING

At the conclusion of the RFP process, all Proponents will be notified. Proponents may request a debriefing meeting with the Regional District.

2. INTRODUCTION

2.1 Purpose

The project purpose is to complete the final phase of the Regional District's universal water metering installations through the supply, installation and/or upgrade of up to 4,375 radio read residential and commercial water meters on water service connections within the District of Sechelt. All installed and/or upgraded meters shall be equipped with backflow prevention and detection, leak and no flow detection, and are to be compatible with the Regional District's mobile meter reading equipment and related software, to enable seamless integration with the Regional District's asset management, financial and utility billing systems.

3. SITUATION/OVERVIEW

3.1 Background

As part of the Regional District's universal metering program, meter installations were divided into three phases. Phase 1 and 2 resulted in the installation of 6,186 meters in the Electoral Areas. The Regional District installed water meters in North and South Pender Harbour Water Service Areas between August 2014 and February 2015, as part of Phase 1. The Regional District completed Phase 2 meter installations in Halfmoon Bay, Egmont, Earls Cove, Roberts Creek, Elphinstone, and West Howe Sound (excluding Hopkins Landing) between September 2016 and October 2017 with a few remaining properties receiving installations in 2018.

Neptune Technology Group completed Phase 1 and 2 meter installations. All meters installed to date are Neptune Technology models and are equipped with R900 radio frequency meter interface units. The Regional District uses mobile data collectors for meter reading and Neptune 360 Cloud based software to integrate water meter data with the utility account billing system and to support water conservation programming such as leak notifications.

Phase 3 involves installations in the District of Sechelt. There are roughly 4,375 water services in this area. Of these, approximately:

- 347 have water meters, including both residential and commercial accounts.
- 194 of the existing meters are not equipped with data transmitters and will need a new radio frequency transmitter. In most cases, the meter will not need to be replaced.
- Approximately 779 meter setters and meter boxes are installed and ready for meter installations and not require excavation.

3.2 Project Objectives

The project objective is to have quality, professionally installed and functional radio read water meters on all existing service connections within the District of Sechelt that are compatible with the Regional District's current meter reading equipment and data management systems.

3.3 Scope

The Contractor shall supply and install radio read water meters and appurtenances, as per the specifications contained herein, on all existing unmetered water service connections and upgrade existing manually read and touch pad meters with radio read transmitters, within District of Sechelt, including but not limited to:

- a) Pit installation of approximately 3249 residential water meters; and
- b) Upgrade or replacement of approximately 194 residential and commercial water meters.
- c) Installation of approximately 779 meters in existing meter box with idlers.

The Regional District will perform best-effort locates for all existing water service connections, marking locations on the ground surface or near the road curb, sidewalk, shoulder or other visible location closest to the property line. The Contractor shall verify the service locations and locate all utilities prior to installation. The Regional District will coordinate all archaeological assessments and monitoring as required prior to any ground excavation work within registered archaeological sites.

The Contractor shall work closely with the Regional District to develop a communication strategy, that includes establishing and coordinating proactive communications to ensure property owners are provided with early notice of proposed work and contact information should they have questions and/or concerns. The Contractor will be the main point of contact for property-specific questions and concerns and will track and report all customer complaints/concerns. The Regional District will be responsible for outreach and education about the broader water conservation and water meter program, including maintaining a project website, share construction and schedule updates from the Contractor through the Regional District website and social media channels, and share press releases and general project updates.

The Contractor shall supply one set of mobile data collection equipment suitable for Automatic Meter Reading from a vehicle and compatible with R900i RF water meters and one handheld transceiver suitable for in-field meter reading and customer support. Training shall be provided to staff for device use and ongoing support for device maintenance and troubleshooting. Meter data systems are required to have seamless interface with Regional District GIS and billing systems.

The Contractor shall provide detailed, documented weekly progress reporting as per Appendix A: Detailed Drawings and Specifications.

All work is to be completed within 12 months of contract award. Service connections without meters installed and incomplete work will be assessed by the Regional District and moneys withheld to cover supply and installation costs to be carried out by the Regional District or third party as determined by the Regional District.

Proponents shall clearly outline their meter installation methodology for meters installed within driveways, landscaped areas and for complicated sites that will require meter installation within a private premise/building. The methodology shall address customer notification and consent process, service location verification, installation process, testing, site restoration, documentation, data transfer to the Regional District, customer follow up/sign off, and any value-added work and processes.

4. CONTRACT

4.1 Contract Terms and Conditions

Proponents should carefully review the terms and conditions set out in the General Service Contract, including the Schedules. The selected proponent will be requested to enter into direct contract negotiations to finalize an agreement.

4.2 Service Requirements

The Contractor's responsibilities will include the following:

- a) Supply and installation of water meters and appurtenances on unmetered service connections;
- b) Supply and installation of upgrades and appurtenances to existing meters to enable radio reading;
- c) Restoration of all disturbed ground and improvements to same or better condition than existing;
- d) Supply of meter reading equipment and software compatible with R900i RF, Regional District GIS and billing systems, including SCRD staff training;
- e) Data collection and documentation of pre-installation site condition, installation details including photos, attribute data in format for entry into SCRD database, and post-installation site condition for each service connection, supplied to the SCRD on a monthly basis;
- f) Coordination, collaboration and execution of individual customer and community wide engagement and communications processes and procedures with the SCRD;
- g) Monthly progress reporting;
- h) Completion of all installations, equipment and software supply, within 12 months of contract award;
- i) Warranty on all installations for a period of one year following substantial completion, labour and material inclusive. Contractor shall maintain a local resident contact person that will be readily available to receive calls for service and coordinate and dispatch all warranty work in a timely manner; and
- j) Provision of one hard copy and electronic operation and maintenance manual, training plan for SCRD review and approval, onsite training for SCRD utility operations and billing staff, and one year post installation call support.

4.3 Related Documents

All work shall be carried out in accordance with the Master Municipal Construction Documents (MMCD), detailed design drawings and specifications contained in Appendix A.

Regional District Water Conservation Program Documents

- SCRD Water Meter Program (engagement page) <https://letstalk.scrd.ca/water-metering>
- Water Meter Program Summary <https://letstalk.scrd.ca/21007/widgets/84842/documents/56394>
- Leak resolution program <https://www.scrd.ca/fix-a-leak>
- SCRD Monthly Water Use Update <https://www.scrd.ca/water-use>
- How a water meter works <https://www.youtube.com/watch?v=u6bgPX-5OCQ>

5. REQUIREMENTS

In order for a proposal to be considered, a Proponent must clearly demonstrate that they meet the mandatory requirements set out in Section 7.1 (Mandatory Criteria) of the RFP.

This section includes “Response Guidelines” which are intended to assist Proponents in the development of their proposals in respect of the weighted criteria set out in Section 7.2 of the RFP. The Response Guidelines are not intended to be comprehensive. Proponents should use their own judgement in determining what information to provide to demonstrate that the Proponent meets or exceeds the Regional District’s expectations.

Please address each of the following items in your proposal in the order presented. **Proponents may find it helpful to use the individual Response Guidelines as headings for proposal responses.**

5.1 Capabilities

The Proponent shall provide the qualifications of all management, supervisory and field staff and subcontractors that will be involved in the project.

5.1.1 Relevant Experience

The Proponent and any subcontractors of the Proponent included in its proposal should have a minimum of 3 years within the past 5 years providing services of a similar scope and complexity. Similar scope and complexity are defined as:

- a) bulk water meter supply with radio read, backflow prevention and detection, leak detection, and no flow detection technologies;
- b) residential and commercial pit and interior water meter installations within similar topography, climate and soil conditions;
- c) site restoration of paved and landscaped surfaces;
- d) working collaboratively with archaeologists and First Nations;
- e) proactive community engagement and communications;
- f) digital documentation and inventory of asset information, site information, and completed works in a format compatible with GIS database and billing software (Tempest); and
- g) provision of training materials and delivery to Regional District staff for ongoing operation, maintenance, and replacement of installed meters.

5.1.2 References

Proponents **must** provide a minimum of **3** references (i.e. names and contact information) of individuals who can verify the quality of work provided specific to the relevant experience of the Proponent and of any subcontractors named in the proposal. References from the Proponent’s own organization or from named subcontractors are not acceptable.

The Regional District reserves the right to seek additional references independent of those supplied by the Proponent, including internal references in relation to the Proponent’s and any subcontractor’s performance under any past or current contracts with the Regional District or other verifications as are deemed necessary by it to verify the information contained in the proposal and to confirm the suitability of the Proponent.

5.1.3 Environmental Requirements

The Contractor shall submit a Construction Environmental Management Plan (CEMP) if the use of heavy machinery will be utilized for this project. The CEMP will need to include the following at minimum.

- a) Spill response contingency. Including spill prevention Best Management Practices (BMP) and containment, recovery and reporting.
- b) Clearing and grubbing.
- c) Dust control
- d) Erosion and Sediment control (ESC). All applicable BMPs for working in and around a stream under the Water Sustainability Act shall be implemented and followed.

It is not expected that extensive impact to water or vegetation will occur for the proposed work. However, Best Management Practices and mitigation measures will need to be established to ensure there are no impacts outside of the project work areas.

Invasive Species Management

The Contractor shall provide an Invasive Species Management Plan (ISMP) describing treatment and disposal of any invasive species identified on site within 20 metres of install locations. The ISMP shall include the following;

- a) Identify a qualified professional (QP) who will apply treatment. The QP shall hold a current BC Pesticide Applicators License and have experience treating invasive plants and managing vegetation.
- b) Identify herbicide that will be used for the control of knotweed species (*Fallopia japonica*, *Fallopia sachalinensis*, *Fallopia x bohemica* and *Polygonum polystachyum*).
- c) Describe mechanical removal process for the control of scotch broom (*Cytisus scoparius*) and Invasive blackberry species.
- d) Specify and describe best management practices for managing invasive species.
- e) Describe disposal options for knotweed, scotch broom and invasive blackberry.

Chemical Treatment: Treatment strategies will include the use of herbicides to control sites within 20m of the install site. Depending on the location of the site relative to the high-water mark and other local conditions, chemical treatment strategies may include spraying, painting, wicking, or other techniques when administering chemical treatments to sites. It is imperative that a sustainable approach that reflects the Provincial Integrated Pest Management Regulation (IPMR) and the Noxious Weed Regulation is followed. No chemical treatment is to take place within 30m of a watercourse.

Mechanical and Cultural Treatment: Mechanical treatment strategies may be used for the control of blackberry and some knotweed infestations, dependant on site specifications. Relying on best management practices set out within the ISMP, mechanical removal of knotweed near a watercourse may be warranted over chemical treatment.

If invasive species is identified within private property, The Regional District shall be notified to communicate with the property owners. No treatment is to be applied without the consent of the property owner and the Regional District.

The Regional District will provide existing survey locations of Japanese Knotweed to the Contractor.

Treatment of known patches of the invasive plant Knotweed will be carried out by the Regional District. The Regional District will notify the Contractor when excavation can occur in the treated areas. The Regional District will provide information to the Contractor regarding locations and treatment schedule to assist in scheduling installations. If untreated knotweed is found by the Contractor within 20 m of a water service, excavation work in that area will stop and the Contractor's ISMP shall be implemented.

5.2 Sustainable Social Procurement

A factor in the Regional District evaluation process is sustainable social procurement and the evaluation of proposals will take this into consideration.

As part of any submission the Proponent is to identify how they contribute to the following key social, employment and economical goals, but not limited to the following:

- a) Contribute to a stronger local economy by:
 - promoting a Living Wage
 - Using fair employment practices;
 - Increase training and apprenticeship opportunities;
- b) Local expertise knowledge by:
 - a. Being locally owned;
 - b. Utilization of local subcontractors;
- c) Environmental Cost of Ownership;
- d) Energy efficient products;
- e) Minimal or environmental friendly use of packing materials; and
- f) Reducing hazardous materials (toxics and ozone depleting substances).

5.3 Approach

5.3.1 Installation Sequencing

The installation area has been divided into four zones, as follows (see map in Appendix B):

Zone 1: West Sechelt, the Shores, and West Porpoise Bay Area

Zone 2: Sechelt Downtown Area

Zone 3: East Porpoise Bay, Tuwanek, and Sandy Hook Area

Zone 4: Selma Park, Davis Bay and ts'ukw'um (Wilson Creek) Area

The Contractor shall provide a detailed work plan including planned installation route to the SCRD prior to commencing installation work to permit coordination of service locates and scheduling of archaeological monitoring. The Contractor shall complete the required work in one zone prior to moving to the next zone. The Contractor may start work in any zone and progress through the zones in any order.

5.3.2 Project Schedule

The Contractor shall provide and maintain a detailed project schedule by installation zone. The schedule should show lead time provided to the SCRD for service locates and archaeological monitoring coordination. Schedule updates should clearly display current schedule versus original baseline schedule to highlight lead or lags against target completion date. Schedule extension requests shall be submitted in writing to the SCRD for approval.

5.3.3 Meter Equipment Supply

- a) Proponents shall outline how they will ensure that adequate inventory of meters and appurtenances will be maintained to sustain continuous installation activity and meet the required completion date

- b) Proponents shall provide pricing and information on any licensing requirements that may be required for the proposed meter system.
- c) **Meter:** Proponents shall include meter specifications, including any ISO certifications, make, model, expected service life, maintenance requirements, technical drawings including components and type of material, and end of life disposal options.
- d) **Encoder:** Proponents shall include meter encoder specifications, including make, model, expected service life (including the battery), maintenance requirements, technical drawings including components and type of material, leak, tamper and backflow prevention features, and programmable fields.
- e) **RF Transmitter:** Proponents shall include radio frequency (RF) transmitter specifications, including ISO certifications, make, model, expected service life (including the battery), maintenance requirements, and technical drawings including components & type of material, RF frequency that the transmitter broadcasts on, strength, duration and life cycle of the signal emitted from the RF transmitter, distance signal will transmit and if is 2 way, or 1 way or a hybrid, and end of life disposal options, and information on how the RF transmitter is protected from erroneous wake up tones.
- f) **Meter Readers:** Proponents shall outline how their meter reading equipment meets the following requirements:
 - i) Industry Canada Certification.
 - ii) Readings shall be automatically stored in the proper account record without intervention by the individual doing the reading.
 - iii) Ability to capture reading from multiple reads simultaneously.
 - (1) Any equipment used in conjunction with the meter reader to be equipped with a 802.11x wireless network card.
 - (2) Outline the procedure, anticipated frequency and costs (if any) to upgrade to future revisions of the meter reading software.
 - (3) Have the WIFI card installed.
- g) Proponents shall include information regarding meter reading equipment ISO certifications, make, model, expected life, maintenance requirements, technical drawings including components & type of material, end of life disposal options, meter reading success rate.
- h) Proponents shall outline the benefits and limitations of the proposed meter reading equipment, the quantity and quality of the receiving channels, and the portability of the equipment between vehicles.
- i) **Software:** Proponents shall provide the name of the automatic meter reading and data management software and provide detailed information on how the mobile reading equipment and software will communicate, including:
 - i) Outline the procedure, anticipated frequency, and costs (if any) to upgrade to future releases of the metering software.
 - ii) Eliminate data manipulation to import data from the meter reader into the metering software and from the metering software into the Regional District billing software. Explain how the transfer of data is accomplished.
 - iii) How leak detection, tamper detection and backflow conditions reports are generated.
 - iv) Description of the pre-programmed reports included with the software and provide examples of each report. Also include a description of the capabilities of the program to create summary reports, and if it is compatible with other government organizations software such as the Provincial Ministries.
 - v) Information about any specific database software and hardware requirements including known issues with compatibility with ESRI GIS, Unit 4 Business Software (Agresso), and Tempest Development Group accounting software.

5.3.4 Complicated Installations

The Contractor is responsible for the provision and coordination of all subcontractors, trades and equipment to complete the meter installations on all service connections, including but not limited to vacuum trucks, backhoes, and certified plumbers. Installations that are determined through consultation and approval of the SCRD to be excessively deep or unattainable due to severe surface obstructions or improvements, may be installed inside the premise with property owner consent. All work within a premise shall be carried out in accordance with building bylaws, including the use of a certified plumber,

5.3.5 Documentation

The Contractor shall clearly specify their documentation system and process for every meter installation to minimize SCRD field oversight requirements and facilitate desktop reviews and approvals for payment. Documentation should include, but not limited to, the pre-installation site condition, meter location by GPS coordinate, extra work requirements, final meter installation configuration, final site restoration, and asset attributes for each service connection, in electronic format acceptable to the SCRD complete with detailed and labeled photos, and compatible with the SCRD's computerized asset management and billing systems.

5.3.6 Community Engagement and Communications

The Contractor shall outline their communications plan to ensure that the broader community is well informed of their proposed meter installation work, schedule and anticipated disruptions, complaint management process, how they will maintain open lines of communication with affected residents and businesses, and how they will coordinate communications with the Regional District.

5.4 Price

Proponents shall submit a fee proposal that sets out the separate costs described as well as an all-inclusive cost for all the projects; the proposal should include a breakdown of the fix prices as outlined in Section 8.

Prices quoted will be deemed to be:

- in Canadian dollars ;
- inclusive of all labour, material and equipment costs;
- inclusive of duty, FOB destination, and delivery charges where applicable; and
- exclusive of any applicable taxes.

6. PROPOSAL FORMAT

Proponents should ensure that they fully respond to all requirements in the RFP to receive full consideration during evaluation.

The following format, sequence, and instructions should be followed to provide consistency in Proponent response and ensure each proposal receives full consideration. All pages should be consecutively numbered.

- a) Signed cover page (see section 7.1 Mandatory Criteria).
- b) Table of contents including page numbers.
- c) A short (one or two page) summary of the key features of the proposal.
- d) The body of the proposal, including pricing, i.e. the "Proponent Response".
- e) Appendices, appropriately tabbed and referenced.
- f) Identification of Proponent (legal name)

- g) Identification of Proponent contact (if different from the authorized representative) and contact information.

7. EVALUATION

Evaluation of proposals will be by a committee formed by the Regional District and may include other employees and contractors.

The Regional District's intent is to enter into a Contract with the Proponent who has met all mandatory criteria and minimum scores (if any) and who has the highest overall ranking.

Proposals will be assessed in accordance with the entire requirement of the RFP, including mandatory and weighted criteria.

The Regional District reserves the right to be the sole judge of a qualified proponent.

The Evaluation Committee may, at its discretion, request clarifications or additional information from a Proponent with respect to any Proposal, and the Evaluation Committee may make such requests to only selected Proponents. The Evaluation Committee may consider such clarification or additional information in evaluating a Proposal.

7.1 Mandatory Criteria

Proposals not clearly demonstrating that they meet the following mandatory criteria will be excluded from further consideration during the evaluation process.

Mandatory Criteria
The proposal must be received at the Closing Location before the Closing Time.
The proposal must be in English.
The proposal must be submitted using one of the submission methods set out on the cover page of the RFP
The proposal must either (1) include a copy of the cover page that is signed by an authorized representative of the Proponent, or (2) be submitted by using the e-bidding key on BC Bid (if applicable), in accordance with the requirements set out in the RFP
Meters must be new and comply with the latest edition of the AWWA C700 standard and NSF/ANSI Standard 61
Meter data management system and software must be compatible with ESRI GIS, Unit 4 Business Software (Agresso), and Tempest Development Group accounting software.

7.2 Weighted Criteria

Proposals meeting all mandatory criteria will be further assessed against the following weighted criteria.

Weighted Criteria	Weight (%)
Corporate Qualifications	20
Personnel Qualifications	20
Proposal/Methodology	15
Sustainable Social Procurement	5
Price	40
TOTAL	100

7.3 Price Evaluation

The lowest priced Proposal will receive full points for pricing. All other prices will be scored using the following formula: lowest priced proposal/price of this proposal* total points available for price.

8. FEE STRUCTURE

Proponents shall complete the following Pricing Schedule in full to detail their fee proposal.

PRICING SCHEDULE

Item #	Description	Units	Estimated Quantity	Unit Price	Total Amount
1.0	Meter Installation in Landscape				
	Lawn or landscape installation. Supply and installation of water meter in plastic meter box including meter box and lid, meter, encoder register, meter setter, antenna cable, seal wire, seal, dual check valve, other fittings as required, excavation, backfill and site restoration.				
1.1	16 mm (16 x 19 mm) water meter	each	1754		
1.2	19 mm (19 x 25 mm) water meter	each	195		
2.0	Meter Installation in Pavement				
	Road right of way or driveway installation. Supply and installation of water meter in concrete meter box including meter box and lid, meter, encoder register, meter setter, antenna cable, seal wire, seal, dual check valve, other fittings as required, excavation, structural backfill, and pavement restoration.				
2.1	16 x 19 mm water meter	each	1170		
2.2	19 mm (19 x 25 mm) water meter	each	130		
3.0	Upgrade Existing Meters to RF Transmission				
	Includes installation of encoder register, antenna cable, seal wire, and seal.				
3.1	19 mm water meter	each	184		
3.2	50 mm water meter	each	10		
4.0	Install Meter in Existing Meter Box				

Supply and installation of water meter, encoder register, antenna cable, seal wire, and seal in an existing meter box with idler.					
4.1	16 x 19 mm water meter	each	20		
4.2	19 mm (19 x 25 mm) water meter	each	759		
5.0	Mobile Reading Device				
5.1	Supply of drive by meter reading device & software	each	1		
SUBTOTAL (LINES 1-5)					
GST					
PST					
TOTAL					

PROVISIONAL UNIT PRICES

Item #	Description	Units	Unit Price
6.0	Meter Installation Inside Building		
Inside meter installation when external installation is not possible, install meter on the main water supply line inside the building. Supply and installation of water meter, dual check valve, encoder register, antenna cable, seal wire, and seal inside the building by a certified plumber.			
6.1	16 mm (16 x 19 mm) water meter	each	
6.2	19 mm water meter	each	
6.3	25 mm water meter	each	
6.4	38 mm water meter	each	
6.5	50 mm water meter	each	
7.0	Installation of new PRV (Regional District supplied)		
7.1	Installation of new PRV downstream of the meter installation including meter box and other fittings as required.	each	
8.0	Replacement of Existing Meters		
Removal of existing meter, supply and installation of new water meter including meter, encoder register, meter setter with dual check valve, antenna cable, seal wire, seal, and other fittings as required.			
8.1	16 mm (16 x 19 mm) water meter	each	
8.2	19 mm water meter	each	
8.3	25 mm water meter	each	
8.4	38 mm water meter	each	
8.5	50 mm water meter	each	
9.0	Miscellaneous Items		
9.1	Line freezing using freezing kit (if necessary) per service co	each	

APPENDIX A: STANDARD SPECIFICATIONS AND DRAWINGS

1.0 METER EQUIPMENT SUPPLY

1.1 WATER METERS

- a) Water meters shall be new and comply with the latest edition of the AWWA C700 standard and NSF/ANSI Standard 61. The water meter main case markings should include the serial number, model number, and size, date of manufacture and direction of flow.
- b) Factory test certified in accordance with AWWA M6 Manual for accuracy and compliance with AWWA C700 requirements for accuracy and capacity.

1.2 ENCODER REGISTERS

- a) The Encoder registers shall comply with the latest edition of the AWWA C707 standard.
- b) The Encoders shall include the following features:
 - 1. Encode, at minimum, six significant digits.
 - 2. Unit of measurement is in cubic meters.
 - 3. Leak, tamper and reverse flow detection.
 - 4. Connection to a radio frequency transmitter for remote reading.
 - 5. Ability to be removed and replaced without removal of the meter.
 - 6. Sealed to eliminate dirt and moisture, and to avoid tampering.
 - 7. Capable of operating in fully submerged pit set conditions.

1.3 RADIO FREQUENCY (RF) TRANSMITTERS

- a) The RF Transmitter shall meet the following specifications:
 - 1. Have an ID Number.
 - 2. Transmit the encoded meter reading and its unique ID number.
 - 3. Provide a non-reading when tampered.
 - 4. Be mounted according to manufacturer's installation instructions.

1.4 SOFTWARE

- a) The Contractor shall provide the latest software version and/or update upon project completion.

2.0 INSTALLATION & TESTING

2.1 GENERAL

- a) Execute work by workers experienced and skilled in the respective duties for which they are employed to ensure workmanship meets Standard Detail Drawings W2E or W2F. Notify the Regional District immediately if required Work is such as to make it impractical to produce required results.
- b) Prior to excavation the Contractor shall locate all the utilities on site which include but are not limited to: Hydro, TELUS, cable and natural gas.
- c) The Contractor will be responsible for taking good quality photos of the site: (i) before and after photo of the plumbing work, and (ii) before photo of the landscape around the installation. These photos shall include date/time stamped and be geocoded with the location where the photo was captured. If individual photos cannot be geocoded at time of capture a separate electronic document shall be provided indicating meter identification number and the GPS location of that meter, to the best available accuracy.
- d) The before and after photos will be submitted to the Regional District on a memory stick at the end of the project and provided on an "as requested basis" by the Regional District. The Contractor shall utilize the SCRD document naming convention for each photo and organize files following the SCRD records management format. File titles should include:
 - i. Address;

- ii. Meter identification number;
 - iii. Date photo was taken; and
 - iv. Regional District utility account number.
- f) The Contractor shall be responsible for insuring that:
 - i. The hours of work are compliant with District of Sechelt Noise Bylaw
- g) Treatment of known patches of the invasive plant Knotweed will be carried out by the Regional District. The Regional District will notify the Contractor when excavation can occur in the treated areas. The Regional District will provide information to the Contractor regarding locations and treatment schedule to assist in scheduling installations. If untreated knotweed is found by the Contractor within 20 m of a water service, excavation work in that area will stop and the Contractor's ISMP shall be implemented.
- h) The Regional District will coordinate the provision of a third party archeological monitor to be present during excavation work at no cost to the Contractor. If artifacts are found during excavation, work will be stopped immediately, and the Regional District Contact contacted. The Regional District will notify the Contractor when work in that area can be recommenced. The Contractor will schedule and group excavation work into localized areas and excavations carried out sequentially for the most efficient use of archaeological monitoring resources. For archeological monitoring detailed requirements, see Appendix G. No compensation will be provided for delays in obtaining archeological approvals or archeological site monitoring.

2.2 STANDARD INSTALLATION

- e) The Contractor shall supply and install all meter setters with a dual check valve and all appropriate fittings and materials to complete this project. The meter setter may be assembled/manufactured on site using the same or better components/fittings as the prefabricated meter setter listed in Standard Detail Drawings W2E and W2F.
- f) If the depth of the water service is 1.2m or greater excavation are to follow WorkSafe BC Sloping and Shoring Regulation.
- g) Verify proper operation of the curb stop. If the curb stop is not operational do not proceed and contact the Regional District.
- h) The water meter pit shall be installed immediately downstream from the curb stop.
 - i. If the curb stop is in an area travelled by motor vehicles, the meter box shall be made out of concrete and have a metal lid to withstand a vehicle load, per Standard Detail Drawing W2E.
 - ii. If the curb stop is in an area not travelled on by motor vehicles, the meter box and lid shall be made out of plastic, per Standard Detail Drawing W2F.
- i) The Contractor shall dispose offsite all excess materials from the jobsite. The Contractor must provide the disposal location. These materials include but are not limited to:
 - i. Spoil materials from the pit excavations.
 - ii. Excess concrete or asphalt.
 - iii. Vegetation.
 - iv. Packaging or garbage.
- j) The meter shall be accessible for ease of removal.
- k) Plumbing permits are not required.
- l) If the piping is crimped by the Contractor, the Contractor shall repair the pipe to its original condition.
- m) If upon excavation and before installation the Contractor uncovers a pre-existing leak, they will contact the Regional District Contact immediately to determine repair action.
- n) No compensation will be provided should the Contractor fail to locate the water service, or if the water meter cannot be installed for any other reason.

- o) Existing meters are pit installed plastic or concrete meter boxes with Neptune T10 meters with a pit pad touch reader. Meter lids have a 1 3/4" hole to accommodate the RF transmitter.
- p) Existing radio read meters will not require any work to be completed.

2.3 NON-STANDARD INSTALLATION

- a) If the Contractor cannot install the meter as outlined in Section 1.2 Standard Installation or cannot meet Standards W2E or W2F, refer to Appendix F: Non-Standard Installation – General Guide for corrective action.

2.4 RESTORATION

- a) The Contractor shall:
 - i. Ensure that the disturbed area is restored to meet or exceed prior condition.
 - ii. Provide all topsoil, gravel or other appropriate material for backfill at sites where excavation material is insufficient to meet specifications.
 - iii. Ensure that enough backfill is used when backfilling the installation that the sides of the meter box are covered and that the meter box is level with the ground.
 - iv. Ensure that all repairs completed on road right of ways comply with the Ministry of Transportation and Infrastructure and District of Sechelt specifications for highway/road construction.
 - v. Ensure that when installing concrete boxes in concrete/asphalt the compaction of material used for backfilling is at or above 95% proctor compaction test to ensure the newly paved area and the meter box will not settle.

2.5 WATER METER TESTING

- a) The Contractor shall:
 - i. Test all installed equipment and appurtenances for proper operation per manufacturer's instructions after the installation is completed.
 - ii. Test for leaks and meter encoder register function.
 - iii. Ensure that the meter has not been installed backwards.
- b) If the installed meter registers flow and no issues are found at the curb stop it will be noted on the installation report and Regional District Contact will be notified.
- c) When the water service is fully charged the Contractor shall observe and record all imperative information such as flow rate and leaks on the installation report. If any deficiencies are found, they will be immediately corrected, retested and noted on the installation report.

2.6 RADIO FREQUENCY TRANSMITTER TESTING

- a) Upon installation of the water meter the RF Transmitter will be tested for continuity in accordance with the manufacturer's instructions.
- b) The RF Transmitter's ability to deliver a reading to the street adjacent to the residence will be confirmed at the time of installation and noted on the installation report.
- c) The Regional District requires a 100% success rate. Any deficiencies will be corrected by the Contractor immediately.
- d) After all installations of the water meters and RF transmitters are completed, the Contractor shall conduct another test reading using the mobile meter reader unit. The results shall have a 100% success rate. The Contractor shall report and repair the deficiencies within 14 business days.

3.0 MAINTENANCE & WARRANTY

3.1 REPAIR ACTIONS

- a) The Contractor shall provide onsite emergency repair services within one hour of being notified, and within two days for non-emergencies, for the duration of the installation and warranty periods.
- b) If the Contractor damages or breaks a utility service, the Contractor shall:
 - i. Immediately contact the pertinent utility company and have the service repaired at their own expense; and
 - ii. Notify both the Regional District and the customer of the damage.
- c) The Contractor shall provide emergency repair service at no cost to the Regional District for all properties located in the service area where plumbing and water meter leaks related to the meter installation have been detected during the installation and warranty period. The Contractor shall immediately notify the Regional District of any leak and shall repair the service connection. If a meter is unable to be repaired, the Contractor shall replace the water meter at no additional cost to the Regional District.

3.2 MAINTENANCE

- a) The Contractor shall provide the Regional District with a comprehensive maintenance plan which shall include but is not limited to a detailed preventative maintenance plan, trouble shooting guide, spare parts inventory, and ongoing support.

3.3 WARRANTY

The Contractor shall warrant all material, equipment and installations from defect for one year from substantial completion and shall correct any defects as per Section 2.1 Repair Actions at no cost to the Regional District.

The Contractor shall provide warranty information on all equipment installed, including but not limited to, the water meter, encoder register, RF transmitter, meter reader, and parts.

4.0 INSPECTION & INVOICING

4.1 INSPECTIONS

- a) At the end of each month, the Contractor shall submit an installation summary report, in MS Excel Format, that lists the meters that were installed including: date, address, meter interface unit (MIU) number, and work completed along with photographs.
- b) The Regional District reserves the right to send an inspector to a jobsite as required, periodically throughout the project.

5.0 CUSTOMER SERVICE

5.1 CUSTOMER PHONE LINE:

- a) The Contractor shall provide a live answering service that will be accessible by a local area code and prefix phone number, available during office hours for communication with Customers and the Regional District. During non-office hours, the Contractor shall have a voice mail service available to record all incoming telephone calls.
- b) The Contractor shall maintain a 24-hour emergency telephone number for use by the Regional District. Contractor shall have a representative, or an answering service to contact such representative available for use during all hours, including normal office hours.
- c) The Contractor's Customer service representatives shall be knowledgeable of the project area and project details.

5.2 CUSTOMER SERVICE REPRESENTATIVE STAFFING

The Contractor shall maintain sufficient staffing to answer and handle complaints and service requests in a timely manner made by all methods, including telephone, letters, and emails. If staffing is deemed to be insufficient by the Regional District to handle Customer complaints and service requests in a timely manner, the Contractor shall increase staffing levels to address the performance deficiency.

5.3 CUSTOMER COMPLAINTS & REQUESTS

- a) The Contractor shall record all Customer complaints, regardless of how received, including date, time, Customer's name and address, if the Customer is willing to give this information, method of transmittal, and nature, date and manner of resolution of the complaint or service request in a computerized daily log. Any telephone calls outside of office hours received through Contractor's voice mail or answering service will be recorded in the log the following business day. Contractor shall make a conscientious effort to resolve all complaints and service requests within 24 hours of the original contact. If a longer response time is necessary for complaints or requests, the reason for the delay will be noted in the log, along with a description of Contractor's efforts to resolve the complaint or request. Questions about Regional District operations and the broader water meter program can be forwarded to Regional District staff at infrastructure@scrd.ca
- b) The customer service log will be available for inspection by the Regional District and will be in a format approved by the Regional District. The Contractor shall provide a copy of this log in Microsoft Office format to the Regional District on request, and if requested by the Regional District, as part of a regular report to be delivered with such frequency as requested by the Regional District (minimum monthly).

6.0 PERSONNEL & MANAGEMENT

6.1 MANAGEMENT

- a) The Contractor shall appoint a qualified project manager responsible for project reporting, installer hiring and training, and customer service.
- b) The Contractor shall provide the Project Manager's experiences/certifications for this type of work.
- c) Once the contract is finalized the Project Manager cannot be changed without approval of the Regional District. The Regional District reserves the right to require the dismissal and replacement of the Project Manager if deemed incompetent, careless, insubordinate or otherwise objectionable.
- d) The Contractor shall maintain a local office staffed during all working hours throughout the duration of this contract. The staff contact shall have in-depth knowledge and familiarity with the contract and work program, and able to immediately respond to calls for service from the public and Regional District staff.

6.2 PERSONNEL

- a) The Contractor shall maintain qualified and trained residential and commercial water metering systems equipment operators, installers and supervisory staff.
- b) The Contractor shall not employ any unfit person or anyone unskilled in their required duties. The Regional District reserves the right to require the dismissal from the site, of workers deemed incompetent, careless, insubordinate or otherwise objectionable.
- c) All Contractor workers shall be able to produce identification cards that clearly displays company name, logo and worker's name when performing duties related to this service.

- d) The Contractor shall provide a listing of all personnel and their qualifications that are working on this project to the Regional District and are required to update it if any changes occur.

7.0 REPORTING

7.1 INSTALLATION REPORTING

- a) The Contractor shall include a template of the installation report as part of the proposal submission to be approved by the Regional District
- b) The Contractor shall document installation details in an installation report. This information will be provided to the Regional District Contract Administrator in an Excel Spreadsheet (monthly) and signed hardcopies at the end of the project unless requested to provide it earlier.
- c) The Contractor shall hold weekly progress meetings throughout the duration of the project to discuss:
 - i. Project schedule and progress
 - ii. Public communications
 - iii. Installation plan for upcoming week/month
 - iv. New challenges/issues
 - v. Resolutions and outstanding challenges.

These meetings shall be attended by the Contractor project management and field lead staff, and Regional District staff as named by the Contract Administrator. The Contractor shall take minutes of each meeting and provide to the Regional District within one week of the meeting date for review and acceptance.

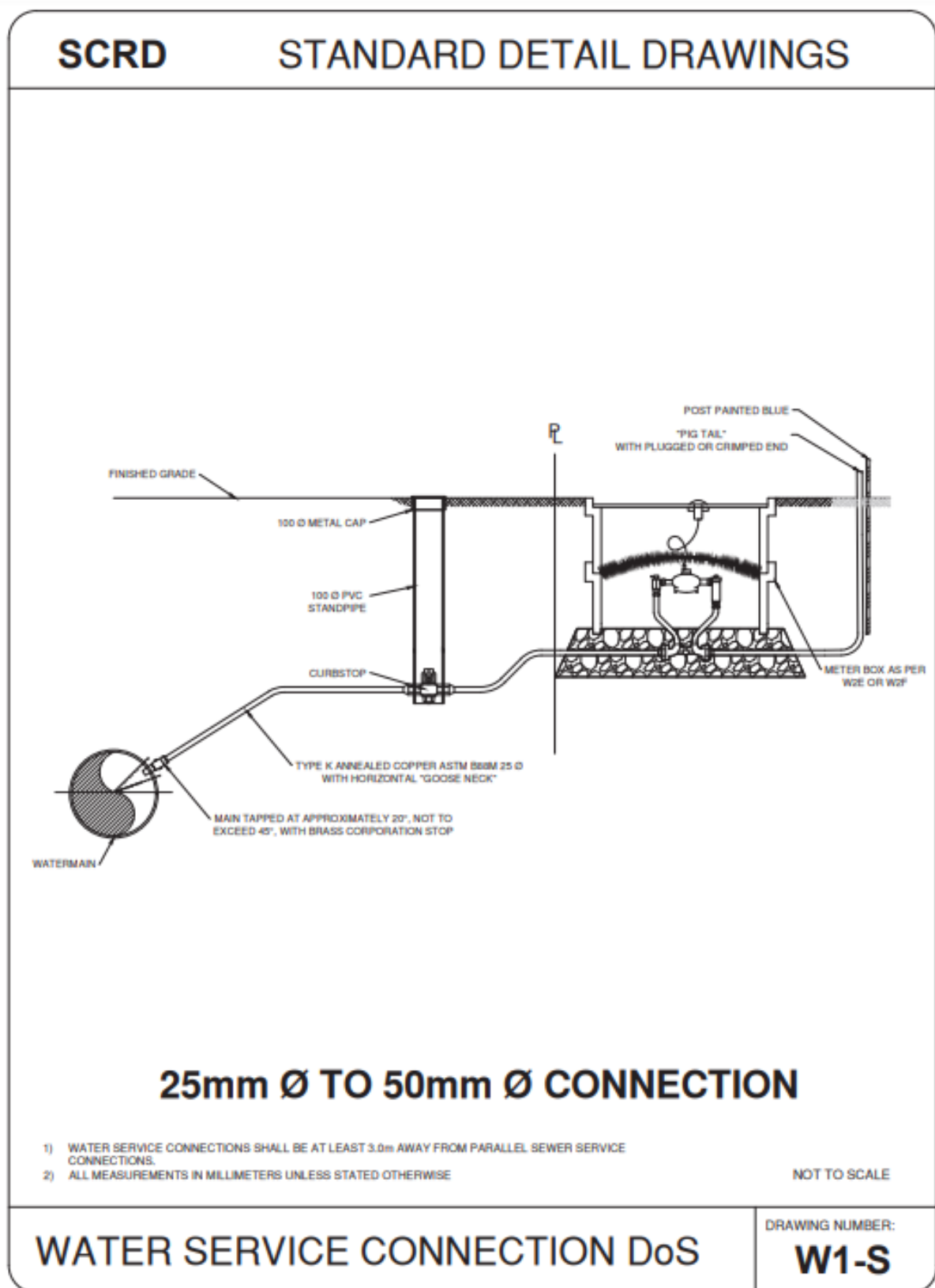
7.2 INCOMPLETE SERVICE

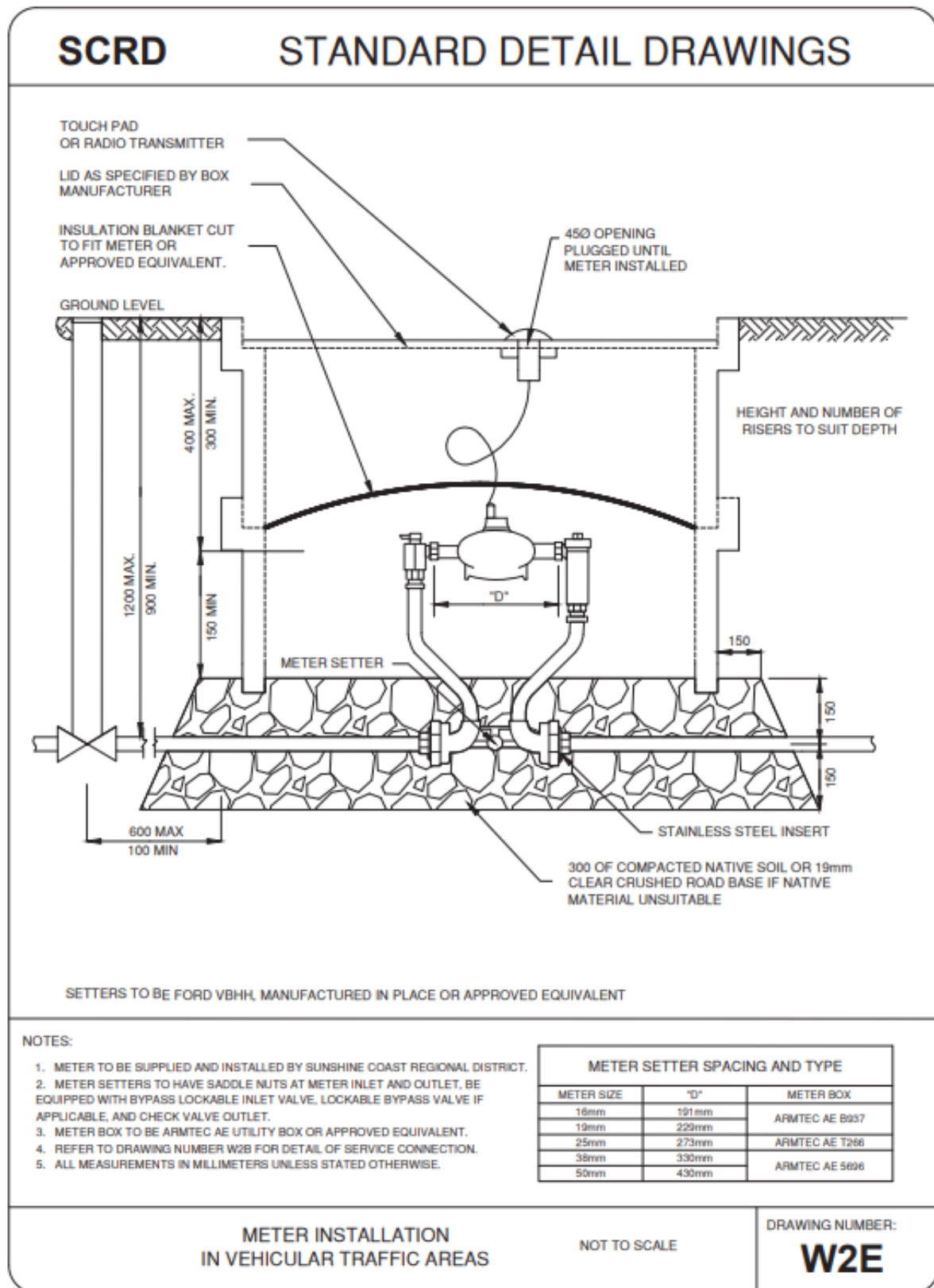
- a) If the Contractor is unable to complete a service due to unforeseen circumstances, the Contractor shall submit an incomplete service installation notice, in a form acceptable by the Regional District, to the Regional District Contact for review and approval.
- b) The Contractor shall produce and maintain an electronic report in Excel format that includes all information captured on the incomplete service notice; this report will be submitted to the Regional District when the project has been completed.

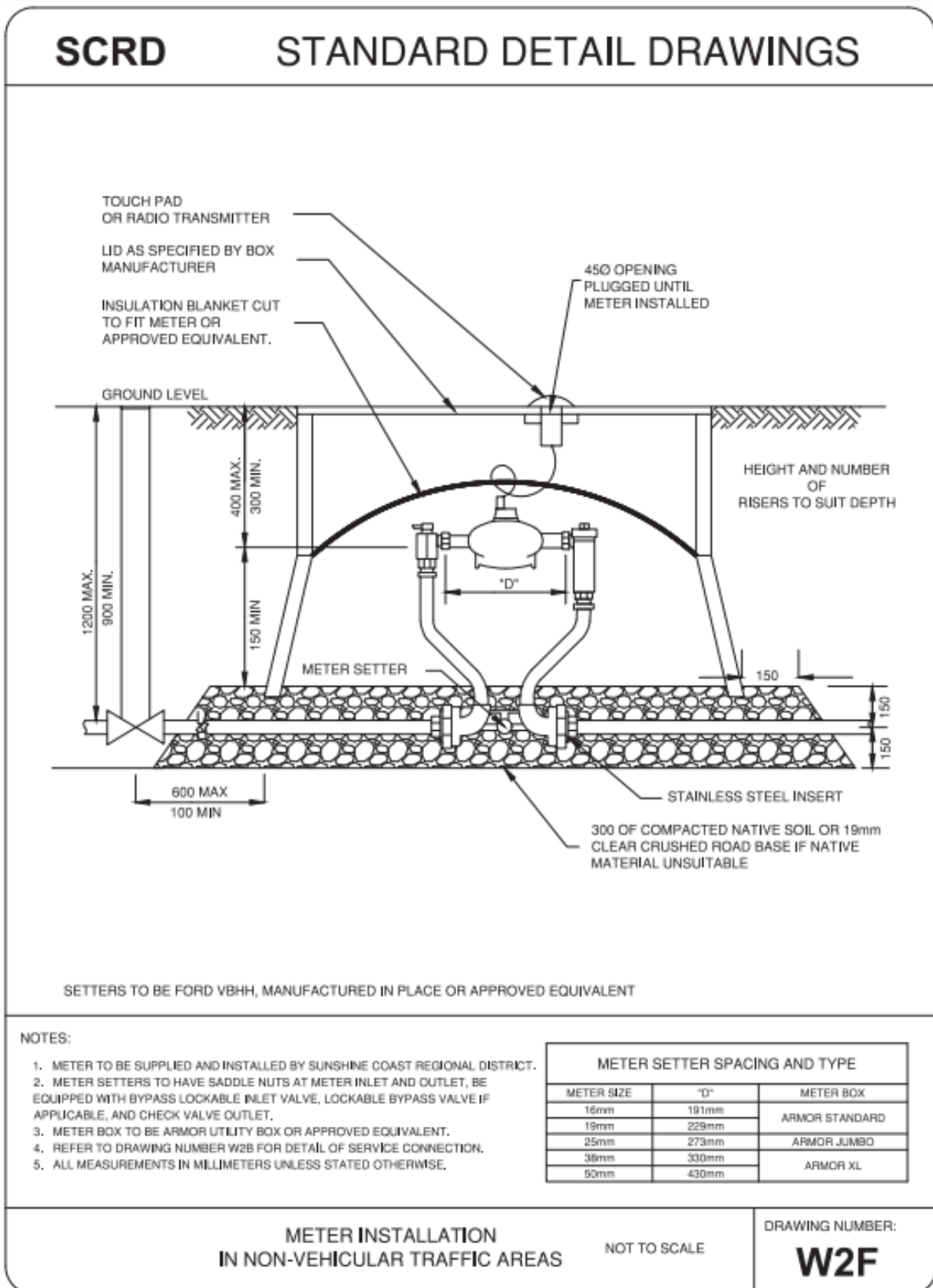
8.0 STANDARD DRAWINGS

8.1 Standard Detail Drawing W1-S, W2E and W2F

STANDARD DETAIL DRAWING W1-S

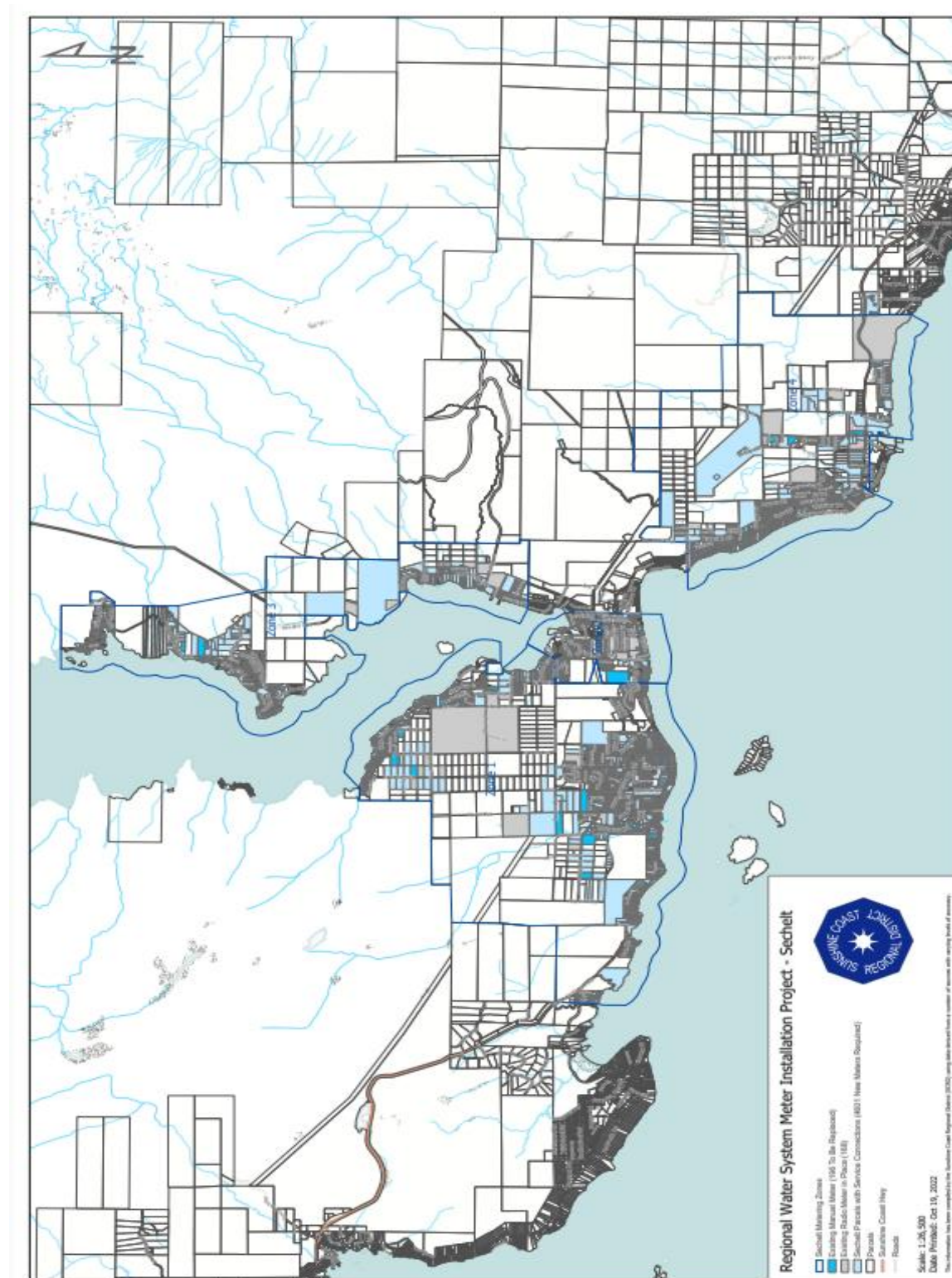


STANDARD DETAIL DRAWING W2E

STANDARD DETAIL DRAWING W2F

APPENDIX B: INSTALLATION ZONES MAP

GIS map delineating the four installation zones described in Section 5.3 Approach



APPENDIX C: METER INSTALLATION BY PROPERTY TYPE REQUIREMENTS

A water meter will be installed at every service connection. Individual instances may be evaluated on a case-by-case basis and extenuating circumstances may lead to exceptions.

General guidance is included here:

8.1.1 Multiple units

- a) Properties with multiple dwelling units but with only one service connection, including trailer parks, will only receive one meter.
- b) Multi-unit Residential Buildings will have one meter.
- c) ICI buildings will have one meter per business unit.

8.1.2 Joint tenancy

- a) Joint tenancies have one service connection and as such will only have one meter.

8.1.3 Mixed use properties

- a) The residential part of the development will be treated as a unique development. If a condo complex, then likely 1 meter, if multiple meters are possible, then each unit will be metered separately.
- b) The commercial units of a mixed-use development would each be metered separately.

APPENDIX D: METER INVENTORY AND ACCOUNT UPDATING PROCEDURE

The following process will be taken to ensure proper inventory of water meters in the field and in storage is kept.

The SCRd will provide a dataset of locations for water meter installations. This dataset will include:

- Map of installation areas, divided by Zones
- Property folio and civic address
- Location of service connections
- Size of service connections
- Installation requirement: Meter replacement, meter installation at setter, meter pit installation, inside building.

The Contractor will provide the following details for each property (see sample of total data listing below):

- Date of installation
- Installation type: pit in pavement, pit in landscaping, inside building.
- Installation comments outlining non-standard installation and/or location details, installation challenges, and information to assist future access and maintenance.
- Digital geocoded photo(s) of installation
- Meter brand and size
- Meter serial number
- Meter Interface Unit number

The following lists the minimum data submission requirement for each meter installation:

Work Number	New Meter Size
Work Type (install pit, replacement, etc)	New Meter Serial Number
Project number	Meter Location
Account Number	New Meter Read High
Civic Number	New Meter Dials High
Street Name	New Meter Decimals High
Unit Number	New Meter Fixed Zeros High
City	New Transmitter/Receptacle Type
Zone	NEW Transmitter In Out
Service Date	New Transmitter/Receptacle Location
Property Type (single detached, multi-family, etc)	Transmitter ID High
Number of Units	Old Meter Manufacturer
Leak Detected	Old Meter Type
Old Meter Stopped	Old Meter Register
Line Size	OLD Meter Size
Line Material	Old Meter Unit of Measure
Fittings Used	Old Meter Serial Number
New Meter Manufacturer	Curbstop Depth
New Meter Type	Pit Location
New Meter Register	Installation Comments
New Meter Unit of Measure	

APPENDIX E: METER READING EQUIPMENT AND SOFTWARE

The SCRD uses mobile data collection to conduct automatic water meter reading (AMR) at intervals of once per month to read the 6,186 meters currently in use. The radio frequency meters and mobile collectors use the R990i protocol of Neptune Technology group. The SCRD has one mobile data collector and two belt clip transceivers that pair with an app on mobile devices to conduct the meter reads.

The SCRD requires

- Radio frequency meters compatible with R900i protocol
- One mobile data collector compatible with Neptune 360 mobile application
- One additional handheld transceiver compatible with Neptune 360 mobile application
- Complete meter installation data set formatted for updating utility accounts in the billing software (Tempest).

APPENDIX F: NON-STANDARD INSTALLATION – GENERAL GUIDE

The following are a general list of non-standard installation issues and corrective actions to be taken by the Contractor:

EXAMPLES	RESOLUTION
Pit depth limited due to bedrock	When standard pit depth specifications cannot be met follow the Standard Detail Drawings W2E or W2F to ensure depth is within standard.
Pit depth greater than 1.2 m	As per Standard Detail Drawings W2E or W2F.
Obstruction of curb stop i.e. large tree, boulder, retaining wall, water course	Contact the Regional District Contact for direction.
Curb stop cannot be located	Contact Regional District Contact to locate.
Faulty curb stop	Contact the Regional District Contact to schedule repair.
Multiple private service lines upstream of meter box	Contact the Regional District Contact for approval to move meter box.
PRV located too close to meter installation	The Contractor will notify the Regional District Contact. The Regional District will provide the Contractor with a new PRV for installation in a meter box downstream of the meter installation.
PRV found at site.	If PRV is found on site and does not need to be moved for meter installation the Contractor shall maintain access to the existing PRV.
Broken curb stop riser.	The Regional District will provide PVC piping to the Contractor to replace broken curb stop risers discovered during excavation.
Missing curb stop riser service caps	The Regional District will provide service caps to the Contractor to replace missing service caps.
Concrete service riser cap installation.	Service riser caps set in concrete shall be a 4" flattop valve box designed for concrete installation. The Regional District will provide the Contractor with the service caps.
Curb stop cannot be located by Contractor or Regional District	If the curb stop cannot be located an inside installation may be required with the approval of the Regional District Contact and property owner consent.
Inside installation	Prior to installation the Contractor shall contact the property owner/tenant and schedule an appointment to complete the installation. All required carpentry, restoration and /or plumbing changes shall be completed in a neat and professional manner to the satisfaction of the property owner. Where the installed meter protrudes beyond a finished wall, it will be covered with a prefabricated, paintable door, or box and door as necessary.
Other unknown situations	If the Contractor cannot solve the problem, the Contractor will report the abnormal case to the Regional District Contact to determine best action.

APPENDIX G: ARCHAEOLOGICAL MONITORING REQUIREMENTS

The District of Sechelt and shíshálh Nation Lands contain a dense array of archaeological sites and areas of high archaeological potential. All water meter box installations (and ancillary developments) within areas of raised archaeological concern within the District of Sechelt will be subject to archaeological monitoring.

The Contractor will work closely with archaeological monitors in the following manner:

- The Contractor will hold periodic, systematic status update meetings to ensure clear communication, understand the scope of archaeological monitoring, and make adjustments to logistics where deemed necessary, throughout the duration of the project.
- The Contractor and their technical staff will be provided a brief archaeological training session including the cultural/scientific sensitivity of the landscape, basic site identification methods, and what to do if archaeological materials are discovered (when a monitor is not present).
- Where and when possible, the Contractor will “batch” installations of water meter boxes of several properties where monitoring has been recommended to maximize the efficiency of the archaeological work.
- The Contractor will provide suitable (minimally 2 business days) notice prior to conducting excavation work at properties where archaeological monitoring has been recommended.

Definition of Terms

Archaeological Monitoring will involve personnel from In Situ Consulting Inc. on site to observe any machine or hand excavations associated with water meter installations. The archaeological monitors job is to ensure that the project is in compliance with the Heritage Conservation Act (1996); as all sites and archaeological materials are protected from disturbance, whether intentional or unintentional. If subsurface archaeological resources are identified, the monitors will record and collect specimens. If archaeological resources are identified during the excavations where an archaeological monitor is not present during excavations, all work will cease until the archaeologist can determine the nature of the resources.

Archaeological remains --- Any materials or substances that were manufactured, altered, conditioned, or transported by human activity or under human influence (prior to 1846 in British Columbia).

Artifact--- Any object that was manufactured, altered, modified, or transported by human activity or under human influence.

“Check--ins” or “spot checks” --- consist of a brief site visit, during which an archaeologist will obtain notes and photos of the visible subsurface soil profile at the time of check--in.

APPENDIX H: FILE NAMING CONVENTION

The following file naming convention shall be utilized for all electronic documents and data files submitted to the Regional District.

The year **MUST** be included in all titles (YYYY).

Naming Conventions 2012
2012 Naming Conventions

Dates will be written YYYY-MMM-DD

Records Management Meeting 2012-Jan-05

Keep document names concise but make sure they are meaningful. File names are allowed a maximum of 100 characters.

The title should accurately describe the contents of the file **and** should make sense to others.

Write the title in full using sentence case (first letter of each word capitalized).

When including a number in a title, always use a 2 (or 3) digit number, except for year.

Version 02 vs. Version 2
CP061 and CP361 vs. CP61 and CP361

Avoid putting common words such as “draft”, “version” at the beginning of the title.

Smith Failure to Pay Draft vs. Draft Smith Failure to Pay
Budget 2006 V02 (or 2006 Budget V02) vs. V02 2006 Budget

When creating multiple versions of a document, use the same title for all versions.

N Drive Architecture V01
N Drive Architecture V02
N Drive Architecture Final

File names will be inserted as a footer

Don't use acronyms or abbreviations unless it is more commonly used than the full name

Committee vs. Com
GACC vs. Gibsons and Area Community Centre

Avoid using words such as “the”, “and”, “a”, “but”, “so”, “if” in the title.

No need to write “The SCRD” when you can just put in “SCRD”.

If “and” is needed to clarify title, use it.

i.e. “Paddleboat and Parasailing Concessions”

Avoid punctuation other than the hyphen.

Avoid unnecessary repetition and redundancy. Remember, however, that moving the file to a different folder may require re-naming the file.

If the folder name is “Meeting Minutes”, then the title of the file could be “Records Management 2006-Dec-31” not “Records Management Meeting Minutes 2006-Dec-31”

**If the file was moved to the folder Records Management Meetings, it would have to be renamed to allow people to know it is minutes of the 2006-Dec-31 meeting.

Watermarks will be used, as appropriate (i.e. Draft, Confidential, Copy)

Watermarks can be added by clicking on **Format, Background, Printed Watermark**